



COLORADO
Department of Health Care
Policy & Financing

Dear Transportation Provider,

On Friday 4/14/17, many Non-Emergent Medical Transportation (NEMT) providers (Provider Type 73) were incorrectly terminated as Health First Colorado providers. As a result, NEMT providers were unable to log into the Provider Web Portal and may have received incorrectly denied claims.

On Monday 4/17/17, these providers were restored and should be now be able to log into the Provider Web Portal and submit claims.

Additionally, NEMT claims that were previously denying with Dates of Service prior to 2/28/17 will now process correctly.

The NEMT claims that were previous denied will be automatically reprocessed by DXC (formerly HPE).

DXC is working to complete the reprocessing before this Friday's (4/21) financial cycle. **However, if DXC is unable to complete reprocessing by this Friday it will be completed in time for next week's (4/28) financial cycle.**

Thank you,

Health First Colorado (Colorado's Medicaid Program) and Child Health Plan
Plus (CHP+)

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